

DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



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To: All PASSPORT Providers

From: John Chappuis, Medicaid Director

Subject: **Change in the PASSPORT To Health Program**

I am pleased to announce an upcoming change in the PASSPORT To Health Program. This change addresses concerns that providers have expressed regarding clients who appear to misuse or abuse Medicaid services.

Team Care – The Team Care (TC) program is an exciting new component of PASSPORT. Clients enrolled in Team Care have been identified as excessive utilizers of the Medicaid system and may require additional assistance when accessing Montana's health care services. TC clients will be part of a "team" consisting of the Montana Department of Public Health and Human Services (DPHHS), one PASSPORT provider (PCP), one pharmacist, and the Nurse First Advice Line, assembled to educate the client on when health care services are required and at what level to access care. Though Nurse First will administer the majority of the case management, DPHHS recognizes the additional contributions of the PCP. PASSPORT providers will therefore receive an enhanced monthly capitation rate of \$6.00 for each enrolled TC client, an amount doubling the current management fee.

Clients will be identified through claims data analysis, validated by Montana health care professionals, and then automatically enrolled into Team Care and the PASSPORT program (if not currently PASSPORT enrolled). One way to educate clients on properly using health care services and to improve clinical outcomes is to have a strong medical home. TC clients will be allowed to choose a PCP and pharmacy, though providers will be assigned if clients do not choose one. TC clients cannot change providers unless they request and receive approval from the Department. To foster this medical home clients will need good cause to change PCPs.

Once enrolled with a PCP the client will be required to obtain most of his/her healthcare through that provider. Team Care is a component of PASSPORT; therefore the same rules and guidelines governing PASSPORT (i.e. referrals, enrollment/disenrollment, payment methodologies, etc.) apply to Team Care. However, intrinsically different is the requirement for TC clients to call the Nurse First Advice Line prior to accessing care, even care from the PCP. When a client calls Nurse First, a registered nurse uses clinically based algorithms to provide

the client with a care recommendation. A fax will then be generated and sent to the PCP. This fax will inform the PCP that the client has called, and provide the client's symptoms and the nurse's care recommendation. The provider can then use this as a tool. PCPs will be asked to reinforce the call to the Nurse First Advice Line, and to discourage clients from seeking care if the nurse did not recommend it. Our goal is for Nurse First to be a valuable provider resource for their clients who may be more demanding.

Another distinction between TC clients and the standard PASSPORT client is that TC clients must obtain all their pharmaceutical supplies from one pharmacy. If the pharmacy is unable to provide a specific need DPHHS can temporarily "override" the "lock in" to one pharmacy. This will allow for better management of the client's overall health needs.

The initial step of the program identified nearly 300 clients for enrollment through claims data analysis of provider services. Future identification processes include targeting pharmacy abuse via the Drug Utilization Review (DUR) Board, and direct referrals from providers in the community. After an initial 6-12 month analysis of the program, enrollment may be increased.

DPHHS recognizes the limits of identifying clients through claims data analysis and is asking for provider expertise in "validating" clients for program enrollment. Letters are being sent to respective PCPs asking they review their identified client's medical history. For clients found to be using services appropriately, PCPs are asked to FAX or phone DPHHS to disenroll them from the program – a simple FAX form will be provided. Identified clients that providers do not specifically exclude will be automatically enrolled in the program, though providers may request disenrollment at any time. If one of your client's was identified you will be receiving this letter shortly.

The clients will be actively participating in the program August 1, 2004. Although we hope that all PASSPORT PCPs will be willing to assist the Department in affecting a behavioral change in our clients, all PASSPORT PCPs do have the option of disenrolling TC clients from their caseload by calling PASSPORT To Health at 1-800-362-8312.

If you have any questions or concerns, please contact the Care Management Bureau c/o Tedd Weldon at (406) 444-1518 or email at teweldon@state.mt.us.